



Health & Social Care Courses Brochure

Improve your service delivery with
professional, cost effective training

Wide range of specialist
courses incorporating all
aspects of care

Flexible, convenient options
available to suit all needs



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BUSINESS FOCUS
& ASSOCIATES LTD

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The Business Focus Centre
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Introduction



BFA Health & Social Care courses are specifically for Carers in the Residential & Nursing Home care sector.

Our courses will help to develop the practical skills of your staff within the workplace.

Evidence from these courses maybe used as underpinning knowledge for NVQs in Care.

Who delivers the training?

The courses are delivered on or off site by practising professionals with many years experience in their fields of specialism.

How do I Book My Training?

Just ring our Freephone number 0800 195 9099 and speak to our training department. Alternatively email sales@businessfocus.co.uk and we will call you back.

They will either arrange a training date for you or if you prefer they will organise for a training consultant to visit you to develop your company's training plan.

Where is the training delivered?

We deliver the majority of the training at either your premises, at other local care homes or at a local training centre.

When is the training delivered?

We arrange with you a mutually convenient date and time.

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CIEH Basic Food Hygiene



Duration: 1 Day

Delegates: Minimum of 7

Care Standards - Food Hygiene Training

By law, anyone who handles food in any way at all must be properly instructed in safe and hygienic ways of doing so. The Care Standards and Skills for Care expectations are simply underscoring the Food Hygiene Regulations.

Course Overview

It is essential to those who work in the care sector who handle & serve food; it is available to anyone who wishes to gain knowledge of this subject.

Course Content

- Food Hygiene
- Food and Disease
- Food Contamination
- Preventing Food Poisoning
- Cleaning The Workplace
- Personal Hygiene
- Food Storage
- Food Preparation

Objectives

- To enable participants to appreciate the fundamentals of good hygiene practice.
- Food poisoning is normally caused by negligence or ignorance.
- The Certificate in Food Hygiene is designed to promote awareness of the risks of food contamination.

Certification

Certificate of Attendance

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CIEH Basic Health & Safety

Duration: 1 day
Delegates: Minimum of 7

Safety Training - The Law and Care Standards

Health and Safety Legislation as well as Care Standards expect staff to be suitably trained in order that they can work safely and without prejudice to their health. Implicit in this is the employee's responsibility to take care of their own safety and that of others coming into contact with their work activities.

Topss guidelines require care staff to be suitably trained within their first six weeks with health and safety legislation making updates necessary as the circumstances dictate.

Course Overview

This Course aims to provide practical information and advice that will enable Companies to ensure all tasks and work activities are carried out correctly and safely in compliance with Health & Safety Legislation 1974.

Course Content

- General Health & Safety
- Occupational Health
- Work Equipment
- Electricity
- Legislation
- Accidents
- Fire Safety
- Manual Handling

Objectives

On completion of the Course, delegates will be able to: -

- Demonstrate an understanding of their Health & Safety responsibilities.
- Deal with day-to-day Health & Safety matters.

Certification

- Certificate of Attendance

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Principles of COSHH

Duration: ½ day
Delegates: Minimum of 7

Care Standards - COSHH Training

Care Standards make training staff in working with substances hazardous to health (COSHH) an essential part of their role. Added to which, the Topss guidelines have very clear expectations that this is essential which is why Standards Inspectors will look closely at your attention to training in this matter. It is a non-negotiable fundamental topic of training within care environments.

Course Overview

This Course will help you:

Understand the COSHH regulations and learn how to protect yourself at work. It is designed for people who work within the Health & Social Care sector.

Course Content

- Legal framework for H & S
- What is a hazardous substance?
- Classification of Hazardous substances & their associated health risk
- Role of COSHH
- Routes of entry to the human body
- Requirements of the COSHH regulations
- COSHH Assessment
- PPE Personal Protective Equipment

Objectives

- To give you an understanding of the principles behind the H&S Issues
- To be able to identify hazardous substances
- To know how to reduce risks
- To understand COSHH regulations
- The correct use of PPE

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Adult Abuse Awareness (Safeguarding Vulnerable Adults)

Duration: 1 Day
Delegates: Minimum of 7 to a maximum of 15

Care Standards - Adult Abuse Training

Care Standards make adult abuse training mandatory for anyone working in a care environment. Added to which, the Topss guidelines have very clear expectations upon the integrity of adult abuse, including neglect, training and, quite rightly, Standards Inspectors are increasingly becoming more fastidious about this issue. It is a non-negotiable fundamental topic of training within care environments.

Course Overview

Who can be abused? / Why. This one-day course aims to raise awareness of abuse of elderly people.

Course Content

- Who is abused?
- Different types of abuse
- Where does it happen?
- Who abuses?
- Why does it happen?

Objectives

- On completion of the course, delegates will have gained an awareness of the different types of abuse.
- How to identify abuse of a client / Service User
- How to prevent client abuse

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Alzheimer's/Dementia Awareness

Duration: Half Day
Delegates: Minimum of 7



Care Standards - Dementia Care Training

All Staff involved with people with Alzheimer's/Dementia needs good quality appropriate training, to ensure they have the requisite skills and understanding to meet the needs of people in their care. Care Standards make training staff in dementia care an essential part of their role.

Course Overview

This course aims to give a greater understanding of people with dementia and of ways to meet their individual needs.

Course Content

- What is dementia?
- What is the difference between dementia and Alzheimer's?
- Signs & symptoms
- The brain and behaviour
- Alzheimer's behaviour and tips
- Communication

Objectives

On completion of the course :-

- Delegates will have an awareness of Alzheimer's/Dementia and the causes.
- Delegate will be aware of the signs and symptoms of dementia and how to correctly care for people with this progressive disease.

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Communication Skills

Duration: One Day
Delegates: Minimum of 7 to a maximum of 15



Care Standards - Communication Training

Care Standards make training staff in communication mandatory. It arises throughout orientation, induction, foundation and N/SVQ. Quite clearly, without the ability to communicate effectively, how can a care worker understand the person they are caring for or the person understands the care worker? Without understanding, how can the best possible care be delivered? Naturally, communication skills are pivotal in any care delivery, hence why such an emphasis upon communication training

Course Overview

Communication skills are vital to everyone in both their business and personal lives. From the spoken word to the smallest gesture, we are communicating with another person from the moment we first make contact. This course is designed to look at the varying types of communication and the messages each of them can portray.

Course Content

- Communication style and behaviour
- Body language
- Effective listening skills
- Questioning techniques
- Written communication
- Voice control
- Role Play

Objectives

- To feel empathy towards client's. On completion of the course, delegates will be able to identify different types of communication and body language.
- To use listening and questioning techniques to communicate effectively and be assertive in getting their message across.

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Epilepsy Awareness

Duration: Half Day
Delegates: Minimum of 7

Course Overview

Epilepsy is the most common neurological condition in the U.K. It affects one in two hundred people and is as common as diabetes. The Course aims to increase awareness and understanding of the causes and effects of epilepsy.

Course Content

- What is Epilepsy
- Who has Epilepsy
- What causes Epilepsy
- How is Epilepsy diagnosed
- Recognising Epilepsy
- Absence seizures
- Partial seizures
- Tonic-clonic seizures
- When to call an ambulance

Objectives

On completion of the course delegates will be able to:

- Recognize the symptoms of epilepsy.
- Understand how to effectively deal with people who suffer from epilepsy.

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Fire Safety Awareness

Duration: Half Day

Delegates: Minimum of 7 to a maximum of 15

Care Standards - Fire Training

Both Fire Regulations and Care Standards make fire training and fire drills statutory legal requirements for care providers. Topss guidance makes this an essential part of a new starter's first six weeks. Furthermore, accepted practice in care provision is that all staff should have at least two fire drills and two fire training sessions every year.

Can you demonstrate that without doubt, every member of staff has had fire training and drills within the last six months and that every new member of staff has been properly trained and drilled within their first six weeks?

If not, and a fire were to occur, you could be in for serious uninsured trouble. Even legitimate arguments for why it could not be done would not be accepted by a Court because, quite simply, you have a legal obligation to get this right.

Course Overview

Under current legislation, employers are required to provide fire safety for all employees. This short course is intended to raise fire awareness and give instruction on what to do in the event of a fire.

Course Content

- Legal requirements
- Company and individual responsibilities
- Types of fires and fire prevention
- Evacuation procedures
- Action when fire occurs
- Sounding the alarm
- Calling the fire service
- Action on arrival of the fire service
- Fire drills

Objectives

- To train members of Staff to recognize the need for prompt and supervised evacuation in an emergency

Certification:

- BFA Certificate of Attendance



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Basic First Aid (1 day)

Duration: 1 day
Delegates: Minimum of 7 to a Maximum of 15

Care Standards - First Aid Awareness

Care Standards make staff awareness of first aid an essential part of a care worker's role. Added to which, the Topss guidelines have very clear expectations that this is essential which is why Standards Inspectors will look closely at your attention to this matter. It is a non-negotiable fundamental topic of awareness within care environments.

Course Overview

The Health & Safety (First Aid) Regulations (1981) require that an Employer provides suitable arrangements for rendering First Aid to persons injured at work. Dependent upon the perceived risks associated with the business and the availability of qualified assistances, a person should be trained to either designated or appointed level. This course covers the essential knowledge that is needed for the role of an appointed person.

Course Content

- Legal compliance
- Insight into Health & Safety (First Aid) Regulations
- Incident and Casualty Management
- Resuscitation
- Treatment for Shock and Bleeding
- Treatment of Heart Attack
- Treatment of Unconscious Casualty
- Priorities of First Aid

Objectives

On completion of the course, delegates will be able to:

- Render Emergency First Aid to an injured person, until medical assistance is available.
- Recognise and appropriately treat most emergency situations.
- Fulfil the criteria outlined for an appointed person within the First Aid Regulations.

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Infection Control

Duration: Half Day

Delegates: Minimum of 7 to a maximum of 15

Care Standards - Infection Control Training

Care Standards make infection control training mandatory for anyone working in a care environment. Added to which, the Topss guidelines expect this to be managed within the first six weeks of someone starting work with you as part of their induction.

The Law

Irrespective of Care Standards, UK legislation makes it a legal requirement for care providers to train care staff in proper infection control. There is a wide range of legislation covering this including the Health and Safety at Work Act, which makes the employer accountable for the the "health" of a worker and anyone coming into contact with their activities such as Service Users, relatives, visitors etc. with regards to work related infection, disease. ill health etc.

Course Overview

This course has been designed for those delegates who work within a care sector environment. The need to be aware of the issues surrounding infection risks, how to minimize risks of infections, how to prevent cross contamination and understanding the implications surrounding the maintenance of a hygienic environment.

Course Content

- Preparing to maintain an hygienic environment
- Recognise different types of infection
- Avoiding Cross Contamination
- Disposal of Waste
- Policies and Guidelines on Infection Control
- Cleaning, Disinfection's and Sterilisation
- Infection Risk Control
- Single use equipment

Objectives

On completion of the Course, delegates will be able to:

- Understand the issues surrounding Infection Control
- To recognize & demonstrate good practice within the workplace.

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Patient Handling for Carers

Duration: 1 Day
Delegates: Minimum of 7 to a maximum of 10

Care Standards - Moving and Handling Training

Care Standards reinforce the Manual Handling Operations Regulations which, in a sense, “ups the anti” for care providers to get this right. Additionally, Topss guidelines expect that every new member of staff must have full, thorough and properly assessed handling training within their first six weeks - simply having a member of staff watch one of the many videos available satisfies neither the Handling Regulations nor Care Standards.

Course Overview

This course is designed for nursing and care staff whose work involves moving people. The Manual Handling Operations Regulations 1992 requires all employers to carry out training for staff whose work involves moving people. The Manual Handling for Carers course help you comply with this legislation and are tailored to each individual workplace.

Course Content

- Introduction to Manual Handling
- Moving safely – Techniques to avoid injury and strain
- Manual Handling Risk Assessment explained
- Moving and Handling in special situations
- How to recognize and avoid potential problems
- Responsibilities of Employers and Employees
- Manual Handling Operations Regulations 1992 and Safety Legislation

Objectives

- The objective of this training is to ensure that Carers have an appreciation of the issues involved in-patient handling.
- In addition, the service users will benefit from effective, safe patient handling.

Certification:

- BFA Certificate of Attendance



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Pressure Area Care & Control

Duration: Half Day
Delegates: Minimum of 7 to a maximum of 15

Care Standards - Pressure Management Training

Care Standards make training staff in pressure management (prevention and management of pressure sores, wounds etc.) essential. Added to which, the Sector Skills Council, NVQ and SVQ syllabuses have very clear expectations that this must be done, hence the interest from Inspectors. It is a non-negotiable fundamental topic of training within care environments

Course Overview:

This course is aimed at providing a general awareness on the causes and prevention of pressure sores.

Course Content

- What are pressure sores?
- How to recognize the development of a pressure sore
- Who is at risk?
- How to prevent pressure sores
- Advice for Carers

Objectives

- On completion of the Course delegates will be able to recognize the causes and treat pressure area sores.
- To provide clients / service users with improved care techniques and reduced risk of infection

Certification:

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Record Keeping and Documentation

Duration: Half Day
Delegates: Minimum of 7 to a maximum of 15

Course Overview

This course will be of benefit to those in the care sector who are responsible for regular entries in client documentation and updating location record systems.

Course Content

- Principles of good Documentation
- Confidentiality & Privacy
- Care Plan Updates
- Administration of Medication Records
- Accident and Incident Reports

Objectives:

- This Course will provide individuals with the basic knowledge of record keeping.
- To ensure that documentation standards are maintained correctly.

Certification:

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Safe Handling of Medicines

Duration: Half day
Delegates: Minimum of 7 to a maximum of 15

Care Standards - Medication Administration Training

Care Standards make training staff in medication administration a mandatory requirement, underpinned by S/NVQ expectations etc. This is one area of care work that can go drastically wrong extremely easily and has to be done properly - there might not be second chances. Survey after survey identifies horror stories and many mistakes which is why Standards Inspectors are increasingly looking more closely at your attention to this issue. It is a non-negotiable fundamental topic of training within care environments.

Course Overview

A four-hour programme designed to teach participants the guidelines for administration of medication for adults in residential or day care community settings.

Course Content

- Company Policy
- Legislation
- Drug administration for Care Staff
- Routes of drug administration
- Drug interactions
- Misused drugs
- Dispensing drugs in the home
- Potential problems
- Prevention of misuse

Objectives

- The objective of this Awareness training is to ensure that Carers have an appreciation of the issues involved in drug administration.
- In addition, the service users will benefit from effective drug administration.

Certification:

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Developing and Writing Care Plans

Duration: Half day

Delegates: Minimum of 10 to a Maximum of 15

Care Standards - Care Planning

Care Standards make care planning a mandatory requirement.

Put this into reality, how can we actually deliver person centred care with positive outcomes if we haven't genuinely understood the needs of the client and, then, consciously planned to do something about those needs?

Care planning, obviously, requires information and a building up of a personal record. However, you are not being asked for a "record", you are being asked for a "plan" - there is a difference. The record is what has gone on and what is going on, the plan is what you are proactively going to do about it.

This is what the Standards are after, a change in approach, from the important recording to the even more important planning, how will you make a positive difference to that person's life?

Course Overview

This course is designed for nursing and care staff. It covers the activities of daily living, the holistic concept of care, legal compliance and the Data Protection Act and guidelines on writing care plans.

Course Content

- What is a care plan
- How to develop a care plan
- Evaluating existing care plans
- Contingency planning

Objectives

- To give nurses & carers knowledge on how to produce care plans
- To help develop appropriate solutions to problems
- To help the care team to communicate with a multi-disciplinary team by the correct use of documentation and care plans

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Training

Person Centred Thinking and Planning

Train your staff to undertake real person centred care and support through person centred thinking and planning. Meet targets set by the government in terms of the personalisation agenda and cement your place as a leader in the field.

Purpose of Course:

- Provide learners with the knowledge and tools to use person centred thinking with people who need support
- Provide learners with knowledge on the different methods used to create person centred plans and how to implement them

Benefits of using Person Centred Thinking:

- It is more likely that plans will be live documents consistently used and acted upon
- Individuals will be able to plan in diverse ways
- Updating of plans will occur 'naturally' requiring less effort and time
- Individuals lives will improve

Benefits of using Person Centred Planning:

- Key individuals can focus on the person and what is important to them
- Those who love and care about the person can become a part of the planning process
- The individuals Health and Safety considerations are respected
- Actions to enable both change and continued stability can be planned
- The plan helps establish the individual's place in the community given them a sense of inclusion

Who is the course for?

Anyone involved in health and social care

Cost: £150

Duration: One day course from 9.30 – 4.30



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Call Maria now on **0800 195 9099** to book your place
e-mail: sales@businessfocus.co.uk